

Testing Center

Provide Quality Testing Services

Goal Description:

Provide quality testing services for Sam Houston State University.

RELATED ITEMS/ELEMENTS-----

RELATED ITEM LEVEL 1

Provide Quality Staff and Service

Performance Objective Description:

Provide qualified staff that will provide outstanding customer service by being friendly, courteous, responsible, informative, accurate, and supportive.

RELATED ITEM LEVEL 2

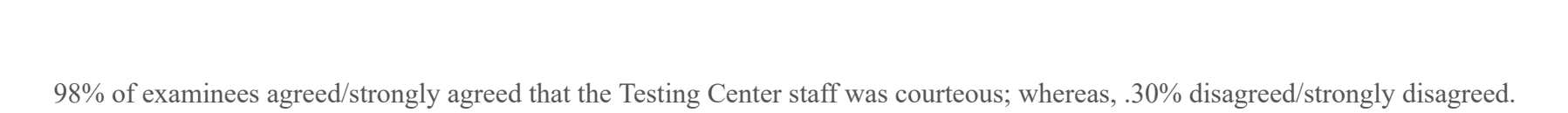
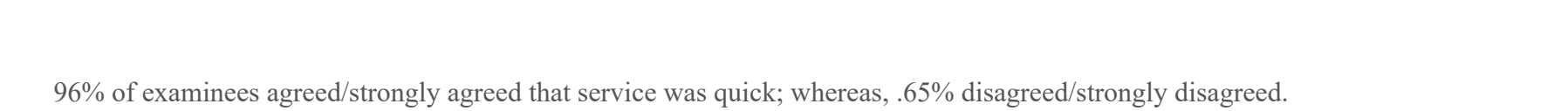
Provide Quality Staff And Service

KPI Description:

Survey students and visitors about their satisfaction with the staff and services by utilizing the Testing Center Evaluation Form and by using the Human Resources annual merit review process.

Results Description:

Upon completion of their exam, examinees at the Testing Center are asked to fill out an anonymous survey. Number of evaluations = 2,317.



RELATED ITEM LEVEL 3

Provide Quality Staff and Service

Action Description:

Replacement staff was hired to replace resigned employees in order to properly staff the office to provide quality service. Annually, Testing Center staff is recertified and trained and in all necessary updates for test administrations. In addition, all staff meets or exceeds the number of professional development hours required by SHSU.



Provide a Quality Facility

Performance Objective Description:

Provide a facility conducive to a quality testing environment which will be clean, comfortable, quiet, aesthetically-pleasing, and user-friendly

RELATED ITEM LEVEL 2

Provide A Quality Facility

KPI Description:

Survey students and visitors about their satisfaction with the Testing Center facilities by using the Testing Center Evaluation Form.

Results Description:

Upon completion of their exam, examinees at the Testing Center are asked to fill out an anonymous survey. Number of evaluations = 2,317.

The results:

93% of examinees agreed or strongly agreed that the testing room was comfortable (space, lighting, temperature, cleanliness, etc.); whereas, 1.34% disagreed/strongly disagreed.

95% of examinees agreed or strongly agreed to have had a pleasing experience while visiting the Testing Center facility; whereas, .82% disagreed/strongly disagreed.

RELATED ITEM LEVEL 3

Provide a Quality Facility

Action Description:

In order to maintain a secure and conducive testing facility for our examinees, improvements and/or additional spacing are often sought out and implemented. A new camera security system was installed in July 2016. This updated system allows for a more visual viewing in the testing labs and individual examinee work stations. In addition, to meet the growing demand of examinees in the summer months, an additional spacing for testing is obtained in order for examinee wait time to test is eliminated and they continue to have a pleasing testing experience while visiting the Testing Center facility. Even more, the test start time of the teacher certification exam was moved to 8:30 a.m. to better allow time for set up of the facility.

RELATED ITEM LEVEL 1

Provide a Variety of Tests

Performance Objective Description:

Provide a variety of tests for our customers, contact testing companies and/or other colleges or universities to inquire about what tests are available, and determine which tests would best suit the needs of our audience.

RELATED ITEM LEVEL 2

Provide A Variety Of Tests

KPI Description:

Take an inventory of currently offered exams by the Testing Center and compare to those tests being inquired about or needed by the student population and the general public.

Results Description:

This past academic year, the Testing Center has worked toward optimizing the current inventory of exams on file. Major placement exams such as the TSI and ACCUPLACER has been offered across the state and country via the remote testing method. This method allows SHSU students to test at a location closest to their home while their academic record and scores remains readily available and accessible by SHSU personnel.

In addition, to better align the practice teacher certification exam with the real exam, updated versions of the Representative TExES exam was implemented to include an updated test booklet along with supplemental material. Moreover, the SAT exam was redesigned for the 2016 year with the first redesigned exam being offered in June 2016.

RELATED ITEM LEVEL 3

Provide a Variety of Tests

Action Description:

Currently, maintaining and maximizing the current test inventory is a priority and no further testing opportunities have been researched. The Testing Center continues to remain available to test for various other colleges, university, state, and local agencies, which present continuous testing for a variety of tests.

Update to Previous Cycle's Plan for Continuous Improvement

Previous Cycle's Plan For Continuous Improvement (Do Not Modify):

Variety of Tests

The Testing Center is always looking for the opportunity to advance its services. The Nursing Program on campus and the Joe G. Davis Nursing School at Huntsville Memorial Hospital is continuing to see a high demand in applicants. The Testing Center has been approached about offering another nurse entrance exam (HESI); therefore, efforts will be placed on acquiring this exam. In addition, the Testing Center will be working to expand our services to our satellite campus at University Park.

Quality Staff and Service

Modifications to policies and procedures for current exams are inevitable and done on a regular basis. As required, the Testing Center staff will

continue to develop professionally and receive certifications as necessary. Also, in order to serve the growing number of examinees that partion the Testing Center, additional staffing will be needed; thus, after the new year, plans for additional staff members will be addressed.

Quality Facility.

The plan to acquire a bigger space at The Woodlands Center has been discussed should the need for more space become available. In speaking with the Executive Director of The Woodlands Center, there is a possibility of modifying the current space at The Woodlands Center in order to accommodate more students as the demand increases(there is a massive amount of underutilized space in the current testing location). Plans to remodel the Testing Center at the Huntsville location will be readdressed. This remodel will include new wall art, counter tops, cabinets, inside and outside displays, and cabinets. Moreover, the Testing Center will continue to work with the IT Department on acquiring electronic score reports.

Update of Progress to the Previous Cycle's PCI:

Provide a Quality Facility: There are no plans to acquire new spacing at The Woodlands Center due to the reorganization of the University Park location. The lab space available for the Testing Center was repurposed into office space for staff relocated from University Park.

Variety of Tests: The expansion of testing services at SHSU-University Park was not implemented as the satellite location was closed down. In addition, any research to acquire the HESI exam (entrance exam for nursing) has been delayed due to set up and contractual obligations.

Quality of Staff and Service: Policies and procedures for several exams (particularly TExES, TOEFL, CLEP) was updated when required. All necessary staff was trained on the procedures in order to continue to offer quality service.

Plans for Continuous Improvement

Closing Summary:

Provide a Quality Facility: Install a new camera system for security; Continue to use ABIV-Lab 203 for TSI testing during busy summer months.

Variety of Tests: Methods to maintain and maximize the current test inventory will remain.

Quality of Staff and Service: Implement training checklist for new employees; Implement electronic AP and CLEP score reports; Continue professional development for all employees.